



# Member Registration Guide

This guide covers Go365 registration based on two member types. Reference the applicable slides based on member type:

1. Humana Medical Members (members who have Humana insurance)  
See slides 3-9
2. Go365 Standalone Members (members who do not have Humana medical insurance)  
See slides 10-15

See remaining slides for next steps after registration!



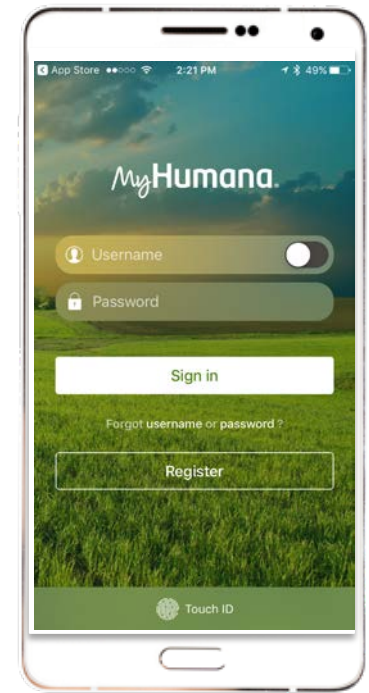
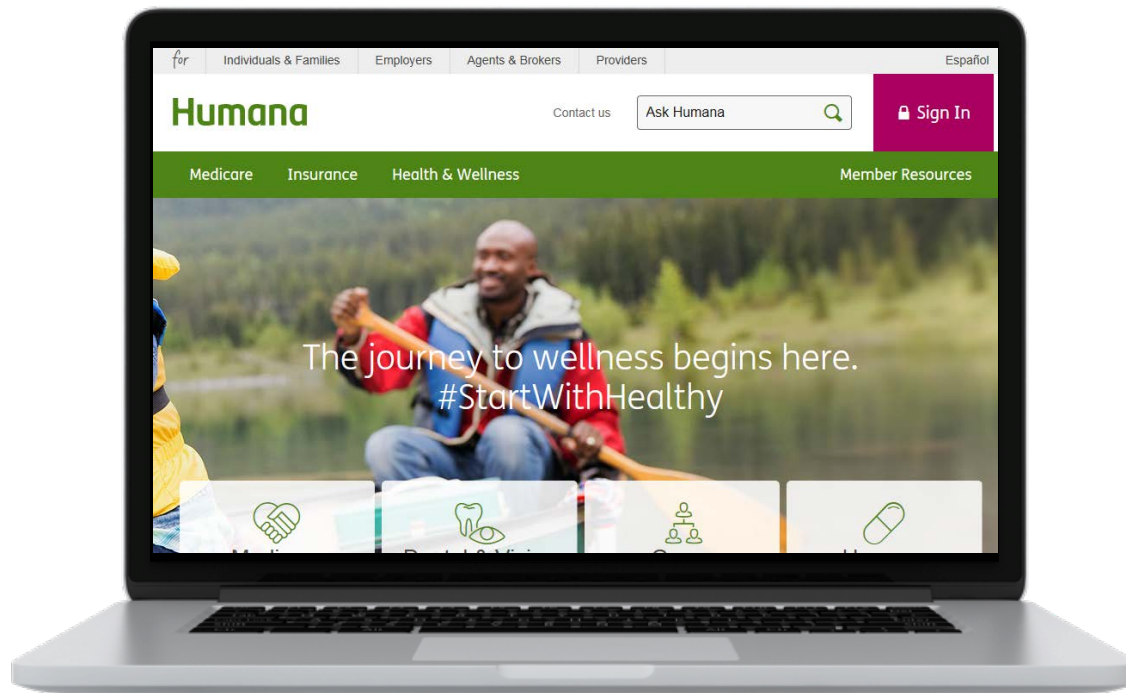


# Humana Medical Member Registration Instructions

(members who have Humana insurance)

# Two Ways to Register for Go365®

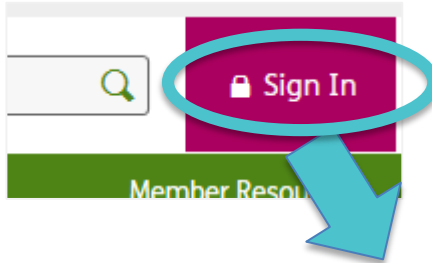
1. Humana.com\*
2. MyHumana App (available in the Apple and Google Play Stores)



\*If you attempt to register on Go365.com or the Go365 App, you will be prompted to register on Humana.com or the MyHumana App. Once you register, use the same username and password directly on Go365.com and the Go365 App to access Go365 moving forward!

# Select the Register button on Humana.com or in the MyHumana App

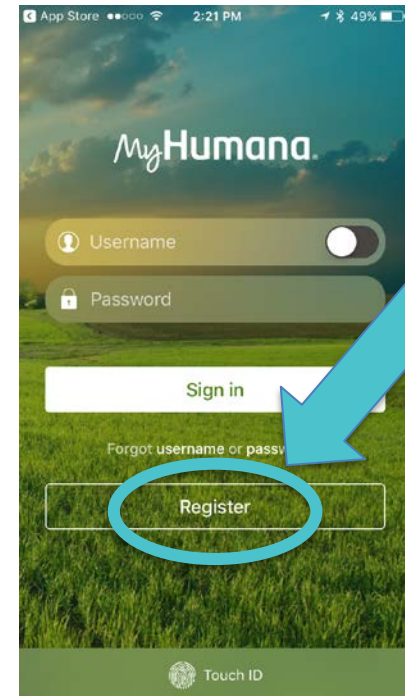
## Humana.com



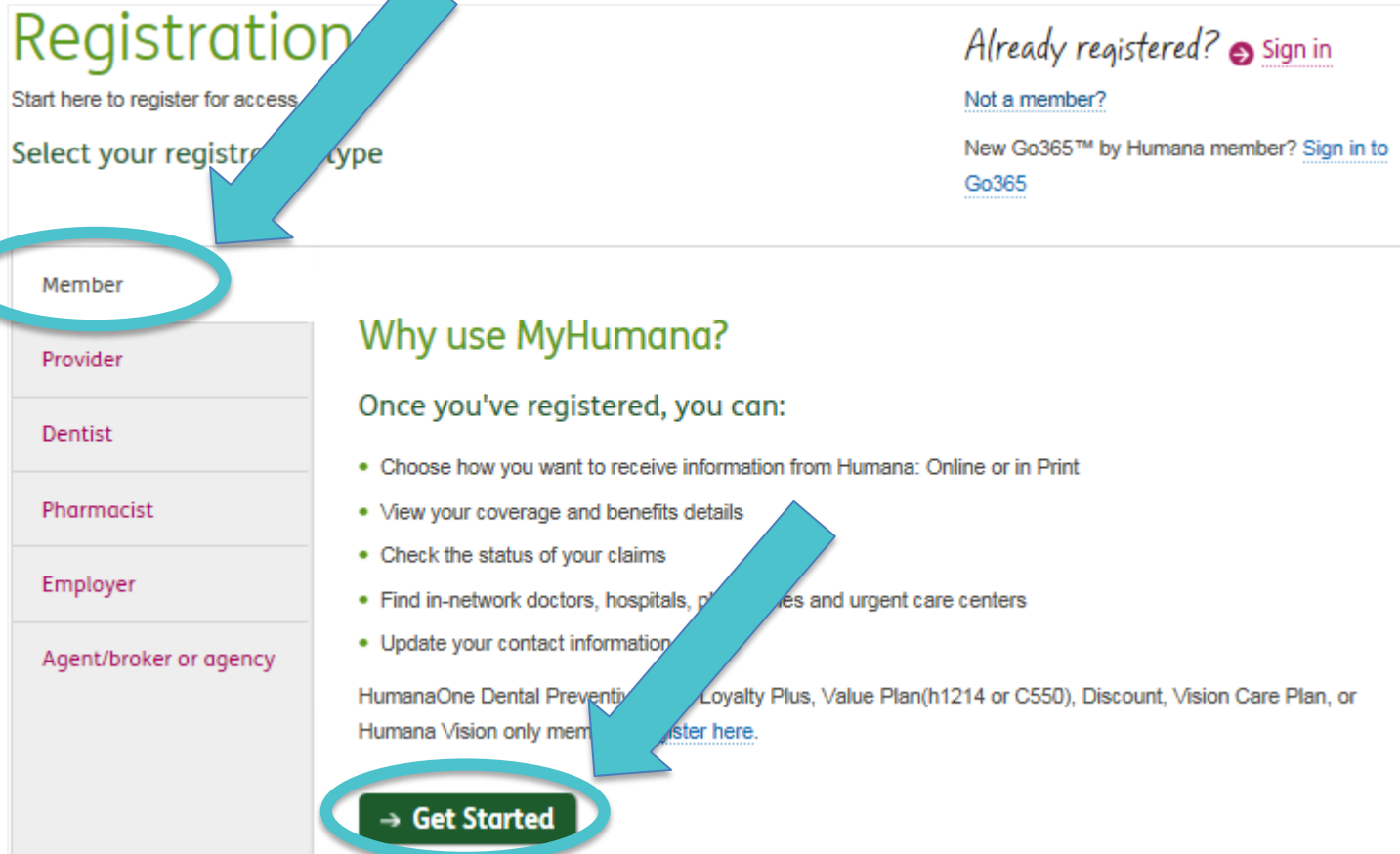
Click the “Sign In” button, then the “Register now” button in the next window

A screenshot of the Humana.com 'Sign In' page. The page title is 'Sign In' in green. Below the title is a sub-header: 'Sign in with your username and get access to key coverage information as well as useful member tools and resources.' There are two input fields: 'Username' and 'Password'. To the right of these fields is a 'Username or Password Help' section with links for 'Forgot your username?' and 'Forgot your password?'. Below the input fields is a reCAPTCHA section with a checkbox labeled 'I'm not a robot' and a 'reCAPTCHA' logo. At the bottom left is a green button with a white arrow and the text 'Sign in'. At the bottom right, the text 'Not registered? Register now.' is circled in red. A red arrow points from the 'Sign in' button towards the 'Register now' link.

## MyHumana App



# Select "Member" and click "Get Started" button



The screenshot shows the Humana registration page. A large teal arrow points from the top left towards the 'Member' option in the registration type list. Another teal arrow points from the 'Get Started' button back towards the 'Member' option. The 'Member' option and the 'Get Started' button are both circled in teal.

**Registration**  
Start here to register for access

Select your registration type

- Member
- Provider
- Dentist
- Pharmacist
- Employer
- Agent/broker or agency

**Why use MyHumana?**  
Once you've registered, you can:

- Choose how you want to receive information from Humana: Online or in Print
- View your coverage and benefits details
- Check the status of your claims
- Find in-network doctors, hospitals, pharmacies and urgent care centers
- Update your contact information

HumanaOne Dental Preventive, Loyalty Plus, Value Plan(h1214 or C550), Discount, Vision Care Plan, or Humana Vision only members can register here.

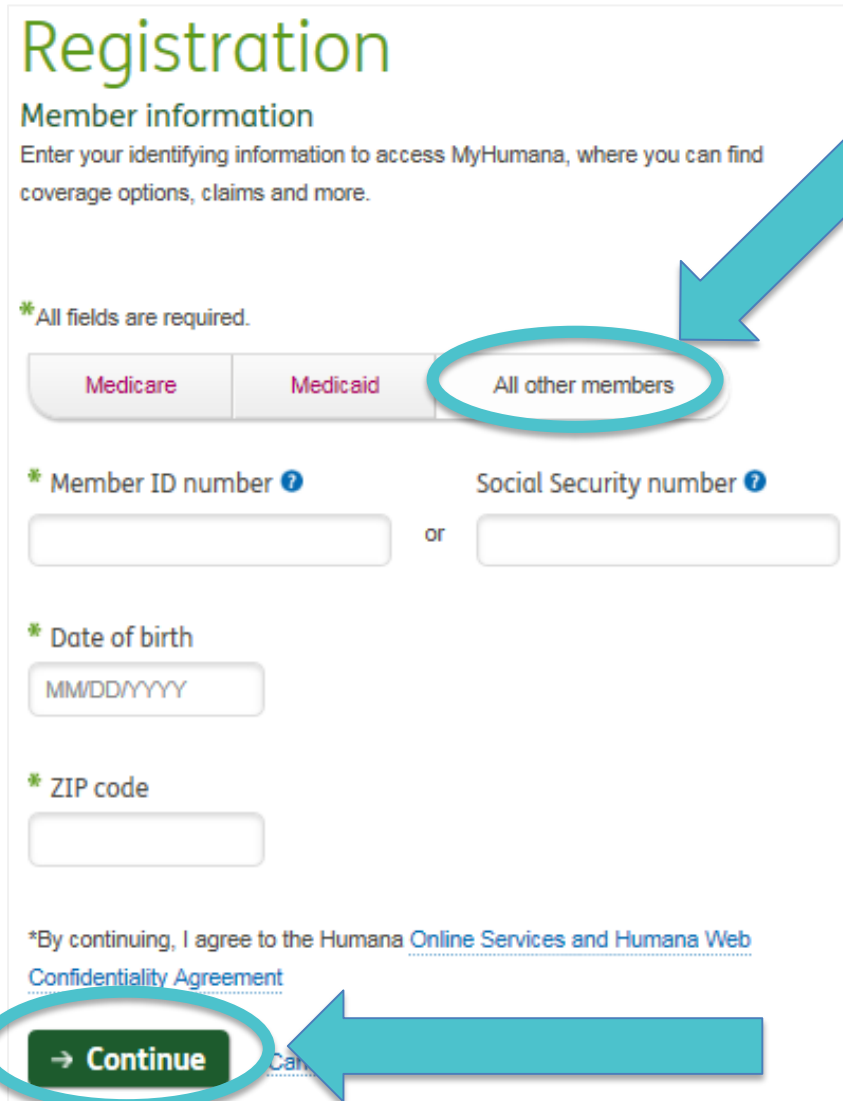
[Already registered? Sign in](#)

[Not a member?](#)

[New Go365™ by Humana member? Sign in to Go365](#)

[→ Get Started](#)

Select “All other members,” complete your member identifying information, then select the “Continue” button



The image shows a registration form titled "Registration" with the sub-heading "Member information". Below the sub-heading is a brief instruction: "Enter your identifying information to access MyHumana, where you can find coverage options, claims and more." A note states "\*All fields are required." There are three buttons for membership type: "Medicare", "Medicaid", and "All other members". The "All other members" button is circled in teal, and a teal arrow points to it from the right. Below these buttons are two input fields: "Member ID number" and "Social Security number", separated by the word "or". Below these are three more input fields: "Date of birth" (with a placeholder "MM/DD/YYYY"), "ZIP code", and a checkbox for "By continuing, I agree to the Humana Online Services and Humana Web Confidentiality Agreement". At the bottom left, there is a green button with a right-pointing arrow and the text "Continue", which is also circled in teal. A teal arrow points to this button from the right.

- Your member ID number is a 9-digit number
- Enter your date of birth with all eight digits (i.e. 10/1/1985)
- Zip code must match the zip code currently on file with Humana. If you recently moved and your zip code isn't being accepted, try using your old one.

# Create a Username and Password

**Enter your account information**

**Username and password**

\*Required

\* Email

\* Confirm email

\* Create username

(6 to 15 letters and/or numbers, no spaces or special characters, not your member ID)

\* Password

\* Confirm password

(8 to 15 characters, not your user ID, at least 1 number, at least 1 lowercase letter, no special characters other than # \* \$ or @)

\* Security question

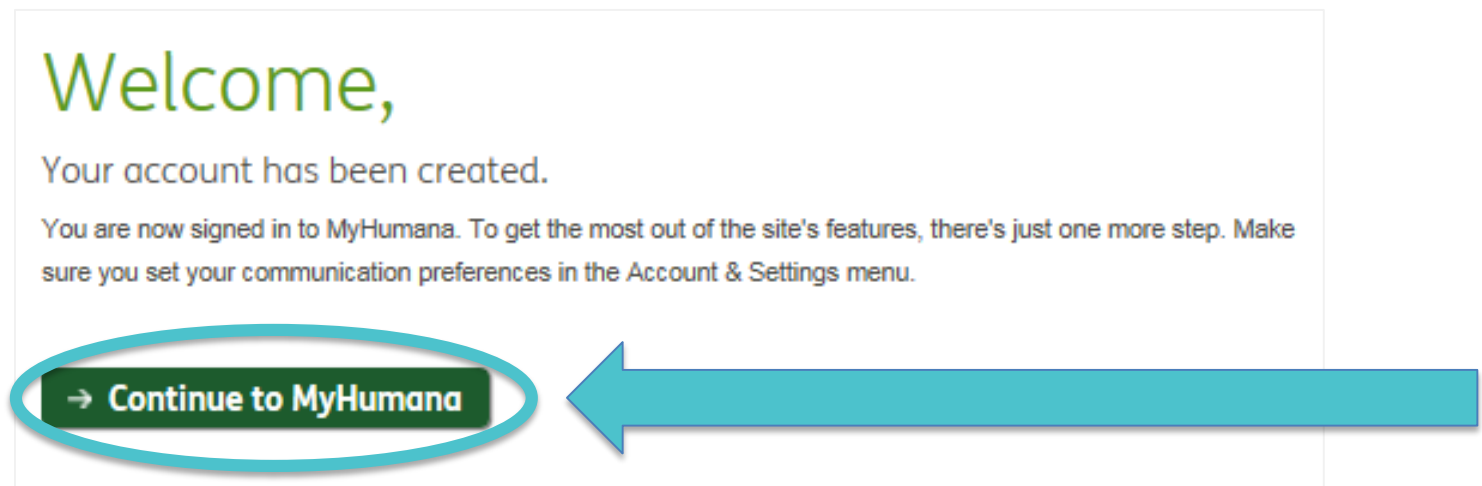
\* Security response

- All fields are required
- Username requirements:
  - ✓ 6-15 characters (letters and/or numbers)
  - ✓ No spaces or special characters
  - ✓ Do not use your member ID or Social Security Number
- Password requirements:
  - ✓ Minimum of 8 to 15 characters
  - ✓ Must include at least one number
  - ✓ Case sensitive
  - ✓ No special characters other than # \* or @

**Keep your username and password in a safe place for future use!**



Congratulations! Registration is complete. Continue to Humana.com and use your newly created username and password to access Go365 directly on Go365.com or the Go365 App!



Note: before accessing Go365 online or through the App, you will need to accept the program terms and conditions by selecting "I agree."



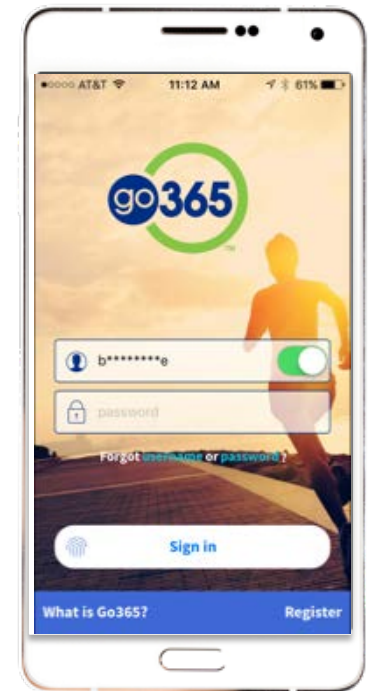
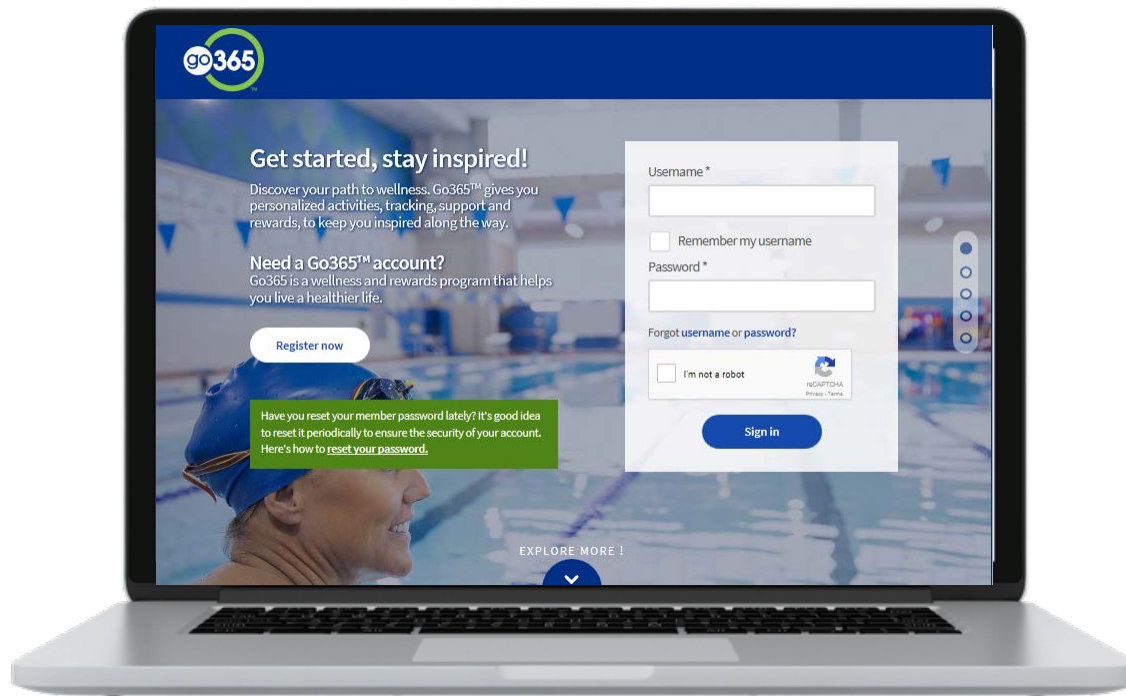
# Go365 Standalone Member Registration Instructions

(members who do not have Humana medical insurance)



# Two Ways to Register for Go365®

1. [Go365.com](https://www.go365.com)
2. Go365 App (available in the Apple and Google Play Stores)



# Select the Register button on Go365.com or in the App

Go365.com

**Get started, stay inspired!**  
Discover your path to wellness. Go365™ gives you personalized activities, tracking, support and rewards, to keep you inspired along the way.

**Need a Go365™ account?**  
Go365 is a wellness and rewards program that helps you live a healthier life.

**Register now**

Have you ever reset your member password lately? It's good idea to reset it periodically to ensure the security of your account. Here's how to [reset your password](#).

Username \*

Remember me

Password \*

Forgot username or password?

I'm not a robot

username

password

Forgot username or password?

Go365 App

# Complete your member identifying information then select the “Continue” button

## Registration

### Member information

Enter your identifying information to access Go365™, where you can find the tools and support to help you live a healthier life.

If you are a Humana Medicare member, please access Go365 through MyHumana by registering at [Humana.com](https://www.humana.com).

\*Required

Member ID number \* ?

or

Social Security number (Optional) ?

Date of birth \*

ZIP code \*

By continuing, I agree to the [Go365 Online Services and Go365 Web Confidentiality Agreement](#)

Continue

- Your member ID number is a 9-digit number
- Enter your date of birth with all eight digits (i.e. 10/1/1985)
- Zip code must match the zip code currently on file with Go365. If you recently moved and your zip code isn't being accepted, try using your old one.



# Create a Username and Password

## Registration

### Username and password

\*Required

Email

Confirm email

Create username

6 to 15 letters and/or numbers, no spaces or special characters, and not your member ID

Password

Confirm password

Minimum of 8 to 15 characters, not your username, at least 1 number, and no special characters other than # \* \$ or @

Security question

Security question response

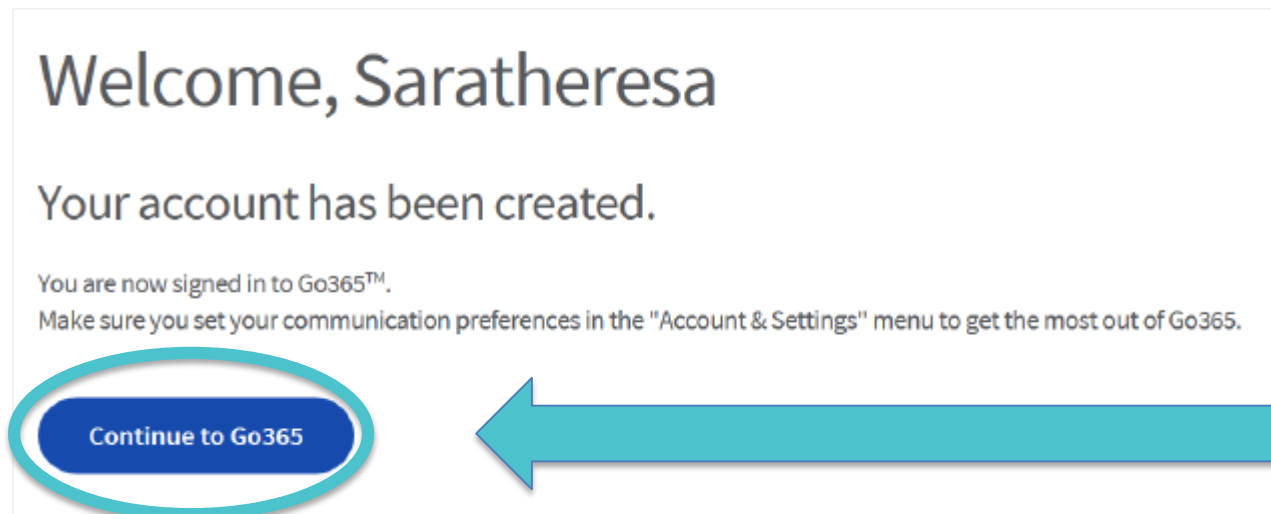
Letters, numbers or these characters (.,'-) only

Submit

- All fields are required
- Username requirements:
  - ✓ 6-15 characters (letters and/or numbers)
  - ✓ No spaces or special characters
  - ✓ Do not use your member ID or Social Security Number
- Password requirements:
  - ✓ Minimum of 8 to 15 characters
  - ✓ Must include at least one number
  - ✓ Case sensitive
  - ✓ No special characters other than # \* or @

**Keep your username and password in a safe place for future use!**

Congratulations! Registration is complete. Select “Continue to Go365” and get going on your personalized journey!



Note: before accessing Go365 online or through the App, you will need to accept the program terms and conditions by selecting “I agree.”

# Looking for next steps? Get out of Blue Status by doing one of the following:

## 1. Complete any section of the Health Assessment

- Select “Go365 Health Assessment” from the online or App dashboard to complete.

## 2. Get a biometric screening

- Select “Activities” after signing into Go365.com > find “Biometric Screening” under the “All” category > click “View details” for more information to complete.

## 3. Log a verified workout

- Select “Quick Links” after signing into Go365.com or access settings in the Go365 App to review device connections or search participating fitness facilities online under “Quick Links.” Review [this compatibility grid](#) and [video](#) for more information to complete.

Adult children can only move a family out of Blue Status by completing a verified workout



# Questions?

## [Visit the Go365 Community!](#)

Go365 is not an insurance product. Not available with all Humana health plans.

### **Discrimination is against the law**

Humana Inc. and its subsidiaries comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. Humana Inc. and its subsidiaries do not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

**Humana Inc. and its subsidiaries** provide:

- Free auxiliary aids and services, such as qualified sign language interpreters, video remote interpretation, and written information in other formats to people with disabilities when such auxiliary aids and services are necessary to ensure an equal opportunity to participate.
- Free language services to people whose primary language is not English when those services are necessary to provide meaningful access, such as translated documents or oral interpretation.

If you need these services, call the number on your ID card or if you use a **TTY**, call **711**. If you believe that **Humana Inc. and its subsidiaries** have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Discrimination Grievances

P.O. Box 14618

Lexington, KY 40512 - 4618

If you need help filing a grievance, call the number on your ID card or if you use a **TTY**, call **711**.

You can also file a civil rights complaint with the **U.S. Department of Health and Human Services**, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

**U.S. Department of Health and Human Services**

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

**1-800-368-1019, 1-800-537-7697 (TDD)**

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

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